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Security Access Management at UC Irvine: Adding Decentralization and Ending Paper

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Security Access Management at UC Irvine: Adding Decentralization and Ending Paper

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Abstract

The number one request from the University of California Irvine's administrative computing client community was to dramatically speed up and simplify the process for requesting access to applications. The resulting process review resulted in the development and implementation of SAMS, the Security Access Maintenance System.



University of California, Irvine

Security Access Management at UC Irvine: Adding Decentralization and Ending Paper

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Agenda

- ◆ Background
- ◆ Project Overview
- ◆ Demonstration
- ◆ The Future



UC Irvine Campus Overview

- ◆ Year Founded: 1965
- ◆ 2004 Enrollment: 24K students (50% increase over the last 10 years)
- ◆ Carnegie Classification: Doctoral/Research – Extensive
- ◆ Extramural Contracts & Grants Awarded: \$235M for 2002 - 2003



IT Resource Alignment

- ◆ Campus Advisory Group
- ◆ Continuous Improvement Model
- ◆ Top 5 List



The Objective

Customers wanted faster, simpler access to Administrative applications.

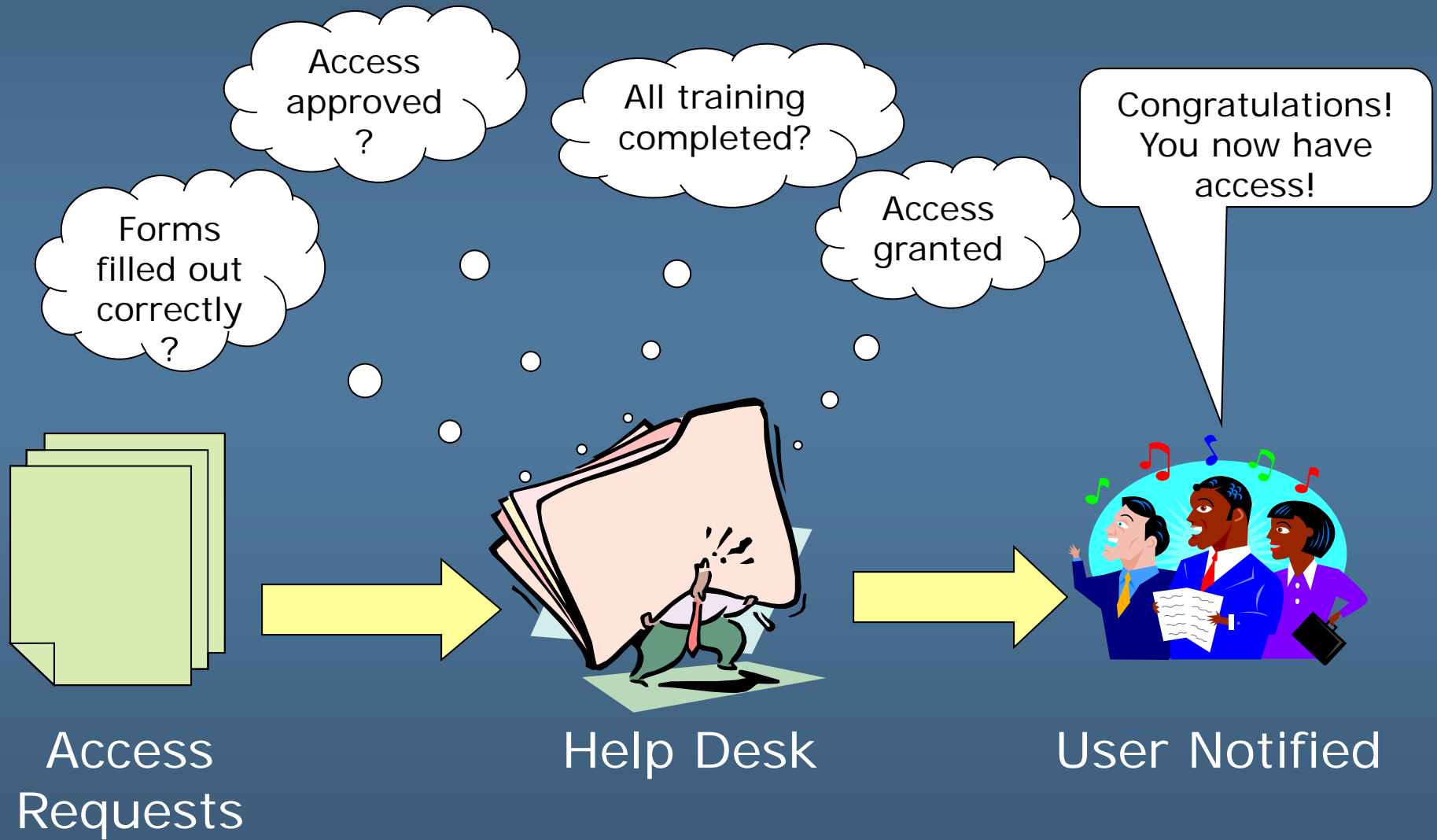


The Result

- ◆ SAMS - Security Access Maintenance System
- ◆ Response to a campus-wide request to simplify the process of requesting access to administrative applications



Previous Request Process





User Requirements

- ◆ Departmental control of access request process
- ◆ Departmental security administrator (DSA) specifies access via Web application
- ◆ Database can be queried easily (by DSAs and users) to review access
- ◆ Enable DSAs to model new access requests after existing/former employee profiles



Requirements (cont'd.)

- ◆ No programmer action required for each access request
- ◆ DSAs are allowed to grant access only to accounts for which they are authorized
- ◆ Central office approver/trainer approves access requiring training and/or approval
- ◆ AdCom Services logins are assigned once, and do not change on departmental transfers



Challenges/Solutions

Challenge	Solution
Unable to modify some existing applications to get security rights from SAMS	<ul style="list-style-type: none">◆ Real-time update of legacy apps from SAMS◆ Hourly or nightly updates of various applications
Mapping some applications' unique profiles into one SAMS function	Various applications' profiles added into SAMS data model



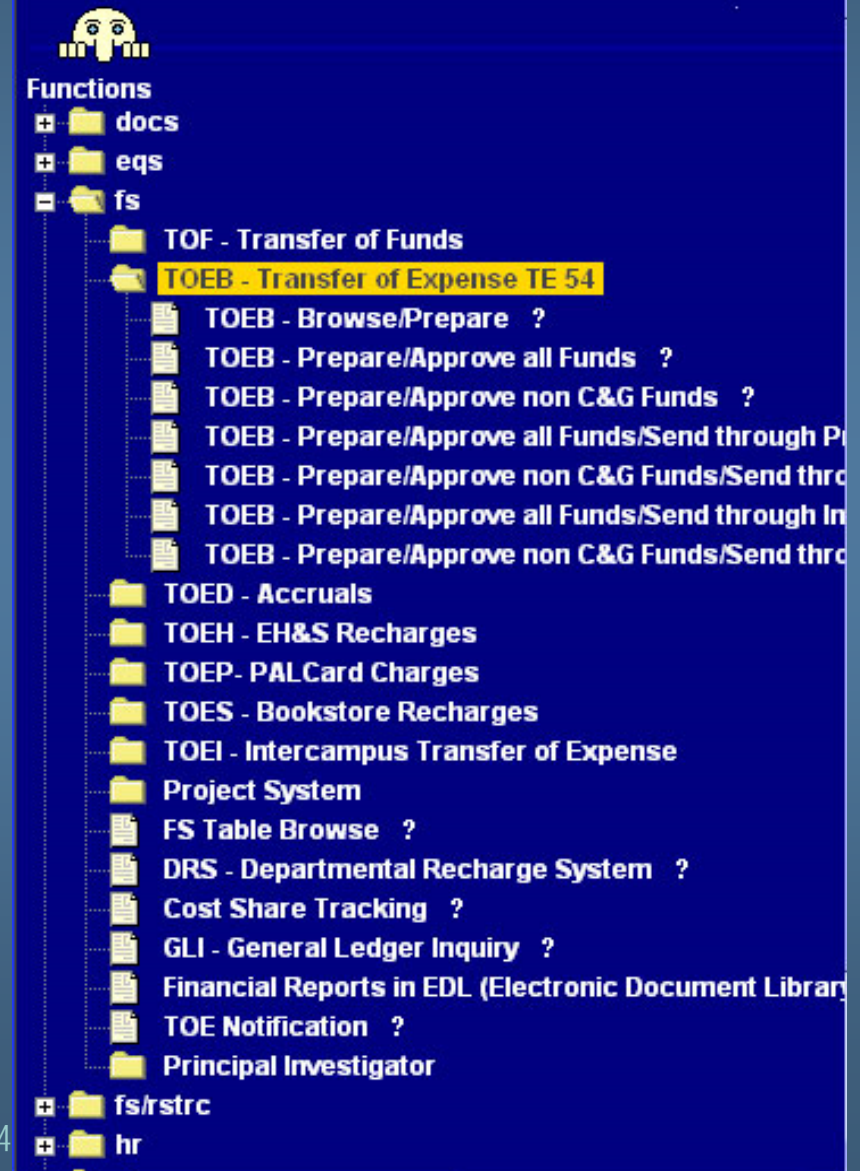
Technology

- ◆ In-house Java application
- ◆ Web interface using JSP/Javascript
- ◆ Integration with uPortal: open-source Campus Business Portal (<http://snap.uci.edu>)



Build a Nest, Grow a Tree

- ◆ Over 260 'grantable' functions, 30+ applications
- ◆ Create application groups to help the grouping of applications/functions
- ◆ Nested functions help to display list in a tree menu structure
- ◆ Separate departmental functions from central office functions





E-mail Notifications

- ◆ All access requests to DSA and User
- ◆ E-mail to Help Desk of all requests requiring manual update
- ◆ All trainers and central office approvers when required
- ◆ Notification to cancel-logon group when account is deleted



Security Policy

- ◆ All users MUST complete security use agreement before access is valid
- ◆ All DSAs must agree to terms of SAMS DSA Agreement
- ◆ DSAs cannot grant access to themselves



Demonstration



Process Improvements

PRIOR	CURRENT
11 paper forms	Paperless access requests via web application
Up to 27 access request steps per function	Most functions require 1 step, additional steps required in special cases (i.e. training)
Up to 10 manual approval steps	1 or 2 approval steps
Users unable to view their access	"My Access" link via business portal
Improper signatures on forms	"My DSA" link



SAMS Users

- ◆ 94 Departmental Security Administrators
- ◆ 1,809 Application Users
- ◆ 12 Central Office Approvers
- ◆ 30+ Enterprise Applications



The Road Ahead

- ◆ SAMS currently supports 30+ administrative applications, 4 still require manual updates
- ◆ Additional access queries, reports
- ◆ Addition of departmental applications to SAMS
- ◆ Integration w/LDAP (role-based security)



Lessons Learned

- ◆ Communicate, communicate, communicate
- ◆ Getting the word out to the proper target audience
- ◆ DSA training challenges
- ◆ Removal of Help Desk as central review point for all access requests
- ◆ Timing issues with training preparations



Questions?